

JUN 07 2006

109.0016
Voice of the Customer (VOC)

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Volpe et al.

Serial No.: 09/997,571

Filed: November 29, 2001

For: SYSTEMS AND METHOD FOR MANAGING CUSTOMER-RELATED
COMMUNICATIONS

Group: 3623

Examiner: Deshpande, Kalyan K.

Durham, North Carolina
June 7, 2006

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATION OF FACSIMILE TRANSMISSION

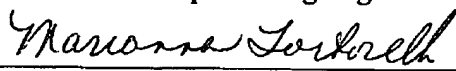
Sirs:

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office, Fax. No. 571-273-8300 on the date set forth below

1. Amendment Transmittal (2 pages);
2. Amendment (15 pages)

Marianna Tortorelli

Printed name of person signing


Signature

Date: June 7, 2006

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2 / 18

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Amendment Transmittal

Sir:

1. Transmitted herewith is an Amendment for the above-identified application, responsive to an Office Action dated March 8, 2006.

FEE FOR CLAIMS AS AMENDED

2. ☒ No additional fee is required.
☐ The additional fee has been calculated as shown below:

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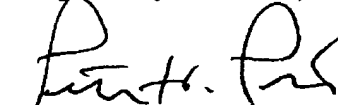
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CLAIMS AS AMENDED

	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate		Additional Fee
Total Claims	20	-	20	0	x \$50.00	=	0.00
Independent Claims	4	-	4	0	x \$200.00	=	0.00
Multiple Dependent Claims		-			x \$360.00	=	
TOTAL							\$

3. ☐ Enclosed is our check for \$ _____ to cover the filing fee.
- ☐ Charge the fee of \$ _____ to Law Offices of Peter H. Priest **Deposit Account No. 50-1058.**
- ☐ Charge the fee of \$ _____ for a 1 month extension of time to Law Offices of Peter H. Priest **Deposit Account No. 50-1058.** This letter petitions for a 1 month extension of time to respond.
4. ☒ The Commissioner is hereby authorized to charge any additional fees which may be required for this amendment, including any fee for extension of time or credit any overpayment to Law Offices of Peter H. Priest **Deposit Account No. 50-1058.**

Respectfully submitted,



Peter H. Priest
Reg. No. 30,210
Priest & Goldstein, PLLC
5015 Southpark Drive, Suite 230
Durham, NC 27713-7736
(919) 806-1600

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Alexandria, VA 22313-1450

Amendment

Sir:

In response to the Official Action of March 8, 2006, please amend the above identified application as follows: